RICHARD H. ARTHUR

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INFORMATION TECHNOLOGY PROFESSIONAL

Results oriented multi-lingual operations and information technologist with over 20 years of technical knowledge, leadership and management across a myriad of industries including pharmaceuticals, manufacturing, agriculture, software and utilities. Creative, imaginative and industrious. Engineered, designed and led implementation teams for many projects focusing on network infrastructure design, and companywide installations. Expert in team development while always focusing on improvements in operations and cost reduction. Demonstrated success in trouble shooting and project management. Excellent communicator as well as recognized for training, building, leading and motivating teams across multiple departments. Core competencies include:

Networking - Network Security - Database Administration - Staff Management - Software Development - Cost Reduction/Cost Management - Telecommunications - Operations Analysis - Voice & Data Communications - Web Design - Information Technology Policies - Project Planning - Systems Integration/Simplification - System Analysis - Strategic Planning – Project Life Cycle Management - ERP - CRM - Vendor Negotiations - Contract Management - Intellectual Property Protection - Accounting Software - Asset Management - Data Security - VMware Virtual Server implementation - Windows 2003/2008 Server - Windows OS - Linux OS - Graphic Design – Data Storage & Disaster Recovery

EMPLOYMENT

Tanabe Research Laboratories, San Diego, CA   2006–2010
IT Manager

Responsible for and provides the overall leadership, vision, oversight, planning, experience and management for all aspects of Information Technology in support of company business activities. This includes but is not limited to; both Administrative and Research systems, network management, telecommunications, audio/visual, security and Information Technology Helpdesk. Responsible for maintaining and advancing all aspects of IT and serves as the Information Security Officer by ensuring the protection of intellectual property, company data, confidential information, equipment and systems, and assuring the company is in compliance with all related laws.

- *Managed day-to-day IT operations for a multi-national pharmaceutical research facility.*

- *Developed and responsible for all IT budget items, approving purchases and implementing a schedule for software and hardware upgrades to keep all systems up to date.*

- *Managed and maintains multiple MS SQL Server database applications*

- *Developed and responsible for all IT budget items, approving purchases and implementing a schedule for software and hardware upgrades to keep all systems up to date.*

- *Implemented and maintained VMware Infrastructure environment of ESX Hosts and storage arrays of virtualized servers (migrated existing physical servers into virtual environment).*

Bekaert Progressive Composites, Vista, CA   2002–2006
IT Consultant

Managed all computer systems, networking and telecommunications.

- *Set up 40,000 sq. ft. manufacturing facility, including all network and telephone wiring; ordered and installed servers and workstations.*

- *Developed and responsible for all IT budget items, approving purchases and implementing a schedule for software and hardware upgrades to keep all systems up to date.*

- *Developed and maintained corporate website, including online application tracking production efficiency linked to a SQL Server Database*

- *Provided availability 24/7 for any and all IT and telecom related issues with the capability of remotely accessing the system to allow instantaneous resolution of many issues.*

- *Interfaced with corporate IT offices in Belgium to troubleshoot network and computer-related issues for fast resolution.*

- *Maintained production database and Quality Control Tracking system (developed and maintained in-house).*

- *Maintained company accounting system application (Macola) and its database.*

- *Provided in-house software training (MS Office, etc.)*

- *Maintained company telephone system hardware and programming.*

- *Served as a technology consultant, providing information for technology solutions for various production and business needs.*

Boxer Environmental Services, Port Orange, FL   2002–2006
IT Consultant

Computerized Maintenance Management System Consultant, webmaster, graphic artist

- *Provided computerized maintenance management system (CMMS) consulting services for the utility industry.*

- *Provided a system-wide assessment of current water and wastewater pumping equipment for the City of Stockton, CA prior to this information being input into a CMMS. Assessment provided a searchable database for review of all equipment prior to further study.*

- *Developed CD-based safety training program for certification of wastewater and industrial services employees*

- *Hosted and maintained the website for Boxer Environmental.*

The Terracomm Group, Carmel, NY   2003–2006
IT Consultant

Software development, webmaster, and graphic artist

- *Provided consulting service related to Internet and email security issues, implementing anti-spam and anti-virus protection procedures.*

- *Developed and maintains Internet-based "Project Management Information System" to coordinate product manufacturing in their plant in China. Project was developed in Visual Basic.NET and tracks all phases of development from initial prototyping to delivery.*

- *Developed and maintains terracommgroup.com website, including creating all graphic arts used on the site.*

- *Managed an database-drive email-based marketing campaign*

Training Technology International, Greensboro, NC   2003–2005
IT Consultant

Training System Maintenance and Supervision

- *Maintained portable computer network used for a training contract with Marriott International. Traveled internationally to selected cities in Europe, Asia and the Middle East conducting a week-long training program which consisted of a computer simulation for hoteliers. The system took managers through the process of acquiring a hotel, building it up and making it profitable through a 5-year simulation.*

TSG Water Resources, Savannah, GA   2000–2002
Director of Technology

Responsible for all IT and telecom related services, including budgeting and project implementation for this company of over 50 employees.

- *Completed network migration from Novell to Windows NT network and linked 3 offices via combination of dedicated/leased and open T1 circuits.*

- *Directed all implementations of Supervisory Control and Data Acquisition (SCADA) Software, Computerized Maintenance Management Systems (CMMS), networks, telecommunications and computer systems. Developed and maintained automated water distribution system in St. Thomas, USVI.*

- *Researched and implemented CMMS integrating with water plant Programmable Logic Controllers (PLC) to Human-Machine Interface Application (HMI) utilizing Wonderware Intouch and Avantis.AM (Production Maintenance applications).*

- *Implemented new purchasing system utilizing purchasing component of Avantis to track costs and design cost models for new Reverse Osmosis Water Plants.*

- *Provided maintenance and support to remote sites using combination of telnet, Terminal Server and PC Anywhere to access routers, servers and client workstations.*

- *Designed, developed, administers and supports corporate Internet sites.*

- *Prepared remote telemetry application utilizing LEO satellite link to integrated HMI (Human-Machine Interface) for remote monitoring of PLC and equipment statistics. System utilized exception-reporting to limit traffic.*

Florida Water Services, Inc., Apopka, FL   1995-2000
Senior Systems Engineer

Responsible for all office software and telecom related services, including budgeting and project implementation for this company of 600 employees.

- *Database administrator for company's Oracle and MS SQL Server Database systems.*

- *Developed an interface to the City of Houston's Wastewater maintenance system for work-order creation and tracking. This vastly improved the efficiency of the team working with the City, reducing overall overhead costs.*

- *Implemented fundamental data-warehouse application using Oracle 7, accessing AS400 and Windows applications.*

- *Installed and programmed a new Lucent Definity Prologix PBX, including programming for the customer service call center. Integrated a Interactive Voice Response (IVR) system for customer service for unattended customer service assistance.*

- *Designed, developed, administered and supported corporate Internet/Intranet sites.*

- *Lead the company's Y2K readiness program and presented the results of the program to the committee in the Florida House of Representatives responsible for overseeing government Year 2000 Readiness.*

F3 Software Corporation, Ft. Lauderdale, FL   1994-1995
Manager, Customer Support Services

Managed customer service department for this Forms Automation software company.

- *Supervised customer support staff.*

- *Developed product demo as sales tool.*

- *Served as sales engineer assisting sales staff by answering technical questions during key sales calls.*

- *Developed Customer Service Support database based on Lotus Notes.*
- *Trained Customer Support Engineers.*

AWT/Metcalf & Eddy, Inc., Ft. Lauderdale, FL   **1989-1994**
Administrative Services Supervisor

Maintained sales and marketing database and assisted network administrator in day-to-day operations of software and hardware systems.

- *Team member in software development project to create Computerized Maintenance Management Software (CMMS) using Cadre Software CASE tool and Visual Basic.*
- *Maintained 50,000 record marketing database running on Informix database.*
- *Served as Marketing Coordinator for Southeast U.S. and developed proposal management system in Informix to maintain and track proposals company-wide.*

EDUCATION

University of California, Santa Barbara, CA   -   BA, Environmental Biology

Nova Southeastern University, Ft. Lauderdale, FL   -   Master of Science, Computer Information Systems

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COMPUTER SKILLS

Development: SQL Server, MS Office, Adobe Acrobat, Visio, Visual Studio Visual Studio.NET, Authorware, Dreamweaver (website development), Flash, Fireworks, Photoshop, DHTML, IE, JavaScript/JScript, Wonderware Intouch, Wonderware Avantis (Production Management Software), VMware ESX Host Infrastructure

Systems: Windows 2003 Server, MS IIS, MS Exchange 2007, TCP/IP, Windows 3.x/Windows 9x/NT/2000/XP, Terminal Server, MS SQL, VMWare ESX, Windows 7

Networks: WinNT Server, Win2000/2003 Server, Peer-to-Peer, Cat5 wiring configurations, wireless networking, TCP-IP configuration, DHCP setups, remote administration, routers, LAN switches/hubs.

ADDITIONAL TRAINING & CERTIFICATES

Oracle Database Administration, Microsoft Servers (NT through Windows 2003 Server); Avantis Production Management Software Installation/Maintenance; Lucent telecom product certification; Windows 2003 Active Directory Infrastructure; Exchange Server 2007 Installation and Maintenance